



Verizon Communications  
1300 I Street NW, Suite 400W  
Washington, DC 20005

January 2, 2001

**Ex Parte**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., S.W. – Portals  
Washington, DC 20554

*RE: Application by Verizon-New England Inc. for Authorization To Provide In-Region,  
InterLATA Services in State of Rhode Island, Docket No. 01-324 - REDACTED*

Dear Ms. Salas:

Per the request of the CCB staff, Verizon is providing the November Carrier-to-Carrier reports for Rhode Island. The report contains proprietary information and has been redacted. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-2746.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clint E. Odom".

Clint E. Odom

Attachment

cc: J. Veach  
J. Stanley  
G. Remondino

**REDACTED – FOR PUBLIC INSPECTION**

Bruce P. Beausejour  
Vice President and General Counsel – New England

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185 Franklin Street  
Boston, MA 02110

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December 27, 2001

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**Re: Docket No. 3195-Verizon Rhode Island Performance Metrics**

Dear Ms. Massaro:

Enclosed are an original and nine copies of Verizon Rhode Island's aggregate performance report for November 2001, using the Carrier-to-Carrier (C2C) Guidelines filed with the Commission on February 16, 2001.

The number of observations shown for Verizon's UNE-2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data, Inc. ("VADI") and are considered proprietary. A proprietary version of the November aggregate reports is being filed under separate cover with the Commission only.

CLECs may obtain carrier-specific reports and data files concerning their own operations upon request to their Account Manager, and such reports will be provided directly to the CLEC for each subsequent month.

The Attachment to this transmittal letter provides information regarding a toll-free help-line that is available to CLECs who have questions about the C2C reports they have received.

If you have any questions regarding this matter, please do not hesitate to contact me at the number above. Thank you for your attention to this matter.

Very truly yours,

Bruce P. Beausejour

Attachments  
cc: Service List



October 25, 2001

**Dear Recipient of RI Carrier-to-Carrier Performance Reports:**

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Rhode Island Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-RI's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a call coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan  
Director - Wholesale Performance Assurance

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING		Actual Performance				
Metric #		Standard	Vz***	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface *						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	1.33	2.58	1.25	280
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	1.33	0.68	-0.65	493
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	1.33	2.63	1.30	5410
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	0.07	NA		
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.07	NA		
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	0.07	2.26	2.19	273
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	3.85	5.42	1.57	25
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	3.85	3.16	-0.69	45
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	3.85	4.89	1.04	880
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	8.48	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	8.48	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	8.48	5.98	-2.50	23
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	5.37	NA		
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	5.37	3.52	-1.85	1
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	5.37	6.13	0.76	333
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus <= 4 Seconds	3.51	4.36	0.85	11
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus <= 4 Seconds	3.51	NA		
PO-1-06-6050	Facility Availability (Loop Qualification) - Web GUI	Parity plus <= 7 Seconds	3.51	4.65	1.14	260
PO-1-07-6020	Rejected Query - EDI***	Parity plus <= 10 Seconds	0.04	2.14	2.10	6884
PO-1-07-6030	Rejected Query - CORBA***	Parity plus <= 4 Seconds	0.04	0.61	0.57	2652
PO-1-07-6050	Rejected Query - Web GUI***	Parity plus <= 7 Seconds	0.04	3.20	3.16	3032
PO-1-08-6020	% Timeouts - EDI	not > .33%		0.23		427
PO-1-08-6030	% Timeouts - CORBA	not > .33%		0.00		2364
PO-1-08-6050	% Timeouts - Web GUI	not > .33%		0.04		9725
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	1.33	1.77	0.44	26
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	1.33	0.27	-1.06	333
^ Retail data is obtained from Enview, and the total number of observations is 10 per hour per day.						
PO-2 - OSS Interface Availability*						
PO-2-01-6020	OSS Interf. Avail. - Total - EDI	No Standard	100.00			0.00
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA		99.96			0.00
PO-2-01-6040	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)		99.85			1.10
PO-2-01-6050	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI		99.85			1.10
PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding		100.00			0.00
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00			0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00			0.00
PO-2-02-6040	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	100.00			0.00
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	100.00			0.00
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	100.00			0.00
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA		99.89			0.60
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.59			1.10
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.59			1.10
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding		100.00			0.00
PO-5 - Average Notification of Interface Outage						
PO-5-01-2000	Average Notice of Interface Outage*	Not more than 20 minutes	NA			
PO-6 - Software Validation						
PO-6-01-2000	Software Validation***	<= 5%	R3			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Res. Timeliness	>=95%	NA			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	NA			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A***	48 hours	NA			
PO-8 - Manual Loop Qualification						
PO-8-01-2000	Average Response Time - Manual Loop Qualification	95% within 48 Hours	NEF			
PO-8-02-2000	Average Response Time - Engineering Record Request	95% within 72 Hours	NA			
Change Notification*						
PO-4 - Timeliness of Change Management Notice						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	>= 95% and no delayed notices and documentation over 8 days	100.00			11
PO-4-01-6621	% Notices Sent on Time - Regulatory		NA			
PO-4-01-6631	% Notices Sent on Time - Industry Standard		NA			
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.		NA			
PO-4-01-6651	% Notices Sent on Time - CLEC Orig.		NA			
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation * Period not set, default to Ind. Std. Time	NA			
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		>=66 days	NA		
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.		>=66 days	NA		
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.		>=66 days	NA		
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation * Period not set, default to Ind. Std. Time	NA			
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA			
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		>=66 days	NA		
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.		>=66 days	NA		
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.		>=66 days	NA		
continued						

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING continued**

**Change Confirmation\***

Metric #	Standard	CLEC Perf	CLEC Obs
<b>PO-4 - Timeliness of Change Management Notice</b>			
PO-4-01-6622	% Notices Sent on Time - Regulatory	NA	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.	NA	
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.	NA	
PO-4-01-6652	% Notices Sent on Time - CLEC Orig.	NA	
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	NA	
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	NA	
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	NA	
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	NA	
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	NA	
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	NA	

**TROUBLE REPORTING (OSS)**

<b>MR-1 - Response Time OSS Maintenance Interface</b>			
MR-1-01-2000	Create Trouble	Parity plus < = 4 Seconds	7.19
MR-1-02-2000	Status Trouble	Parity plus < = 4 Seconds	4.90
MR-1-03-2000	Modify Trouble	Parity plus < = 4 Seconds	7.05
MR-1-04-2000	Request Cancellation of Trouble	Parity plus < = 4 Seconds	8.36
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus < = 4 Seconds	0.41
MR-1-06-2000	Test Trouble (POTS Only)-**RETAIL only	Parity plus < = 4 Seconds	56.04

**BILLING**

<b>BI-1 - Timeliness of Daily Usage Feed</b>			
BI-1-01-2030	% DUF in 3 Business Days	95% in 4 Business Days	94.49
BI-1-02-2030	% DUF in 4 Business Days		99.93
BI-1-03-2030	% DUF in 5 Business Days		99.94
BI-1-04-2030	% DUF in 8 Business Days		99.95
<b>BI-2 - Timeliness of Carrier Bill</b>			
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	99.44
<b>BI-3 - Billing Accuracy</b>			
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	TBD	0.72
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	TBD	0.20

**OPERATOR SERVICES & DATABASES\*\***

<b>OD-1 - Operator Services - Speed of Answer</b>			
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Parity with VZ Retail	2.47
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Parity with VZ Retail	3.42

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

**RESALE Pre-Ordering**

RESALE Pre-Ordering		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		Standard	VZ	CLEC Aggregate	VZ			
PO-3 - Contact Center Availability								
PO-3-01-2000	Average Speed of Answering - Ordering** (secs)			5.72				
PO-3-02-2000	% Answered within 30 Seconds - Ordering**	80% within 30 Seconds		96.97		4237		
PO-3-03-2000	Average Speed of Answering - Repair (secs)*			10.72				
PO-3-04-2000	% Answered within 30 Seconds - Repair*	80% within 30 Seconds		90.24		97751		

**RESALE Ordering**

<b>OR-8 - Acknowledgement Timeliness</b>									
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours		96.76		309			
<b>OR-9 - Order Acknowledgement Completeness</b>									
OR-9-01-2000	% Acknowledgement Completeness	99%		100.00		309			

**POTS & Pre-qualified Complex - Electronically Submitted**

<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)			0.06					
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours		99.40		672			
OR-1-03-2320	Average LSRC/ASRC Time No Facility Check			6.88					
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours		100.00		735			
OR-1-05-2320	Average LSRC/ASRC Time Facility Check			26.28					
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		100.00		24			
<b>OR-2 - Reject Timeliness</b>									
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)			0.05					
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours		99.44		357			
OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check			7.86					
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours		100.00		124			
OR-2-05-2320	Average LSR/ASR Reject Time Facility Check			19.56					
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		100.00		34			

**2 Wire Digital Services**

<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>									
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check			27.14					
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours		100.00		6			
OR-1-05-2341	Average LSRC/ASRC Time Facility Check			NA					
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		NA					
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>									
OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check			37.64					
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours		100.00		8			
OR-2-05-2341	Average LSR/ASR Reject Time Facility Check			NA					
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		NA					

**POTS / Special Services - Aggregate**

<b>OR-3 - Percent Rejects</b>									
OR-3-01-2000	% Rejects	No Standard		34.35		1613			
OR-3-02-2000	% Resubmission Not Rejected	95%		NA					
<b>OR-4 - Timeliness of Completion Notification</b>									
OR-4-01-2000	Completion Notice (BCN) - Average Response Time			14.99					
OR-4-02-2000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon		86.44		1431			
OR-4-04-2000	Work Completion Notice (PCN) - Average Response Time			0.00					
OR-4-05-2000	Work Completion Notice (PCN) - % On Time	95% by next bus. day at noon		99.96		1421			
OR-4-06-2000	Average Duration - Work Completion (SOP) to Bill Completion			UR	UR				
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with Retail		UR	UR				
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	Parity with Retail		UR	UR				
OR-4-11-2000	% Completed orders without either a PCN or BCN	5%		UD	UD				
OR-4-12-2000	% Due Date to PCN within 2 Business Days	95%		UD	UD				
OR-4-13-2000	% Due Date to PCN within 5 Business Days	99%		UD	UD				
OR-4-14-2000	% Due Date to BCN within 4 Business Days	95%		UD	UD				
OR-4-15-2000	% Due Date to BCN within 7 Business Days	99%		UD	UD				
<b>OR-5 - Percent Flow Through</b>									
OR-5-01-2000	% Flow Through - Total	No Standard Developed		46.24		1462			
OR-5-02-2000	% Flow Through - Simple	No Standard Developed		46.96		1431			
OR-5-03-2000	% Flow Through Achieved	95%		97.41		694			
<b>OR-6 - Order Accuracy</b>									
OR-6-01-2000	% Accuracy - Orders*	95% Orders without Errors		90.29		340			
OR-6-02-2000	% Accuracy - Opportunities*	95% Orders without Errors		98.57		3081			
OR-6-03-2000	% Accuracy - LSRC**	95% Orders without Errors		99.50		400			
<b>OR-7 - Order Completeness</b>									
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%		99.45		1992			

**Special Services - Electronically Submitted**

<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-03-2210	Average LSRC/ASRC Time No Facility Check DS0			NA					
OR-1-03-2211	Average LSRC/ASRC Time No Facility Check DS1			NA					
OR-1-03-2213	Average LSRC/ASRC Time No Facility Check DS3			NA					
OR-1-03-2214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)			13.38					
OR-1-04-2210	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours		NA					
OR-1-04-2211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours		NA					
OR-1-04-2213	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours		NA					
OR-1-04-2214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours		100.00		19			
OR-1-05-2210	Average LSRC/ASRC Time Facility Check DS0			NA					
OR-1-05-2211	Average LSRC/ASRC Time Facility Check DS1			NA					
OR-1-05-2213	Average LSRC/ASRC Time Facility Check DS3			NA					
OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)			19.90					
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours		NA					
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours		NA					
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours		NA					
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	95% within 72 Hours		100.00		2			
<b>OR-2 - Reject Timeliness</b>									
OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check			9.57					
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours		100.00		31			
OR-2-05-2200	Average LSR/ASR Reject Time Facility Check			NA					
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		NA					

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance Vz	CLEC Aggregate	Number of Observations Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
<b>PR-1 - Average Interval Offered</b>								
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	3.11	4.50	9	4	1.62	0.97	-1.43
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	24.50	5.67	2	3	27.58	25.18	0.75
<b>PR-2 - Average Completed Interval</b>								
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	3.13	4.33	8	3	1.36	0.92	-1.30
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	NA	4.00		3			
<b>PR-3 - Completed within Specified Days</b>								
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	89.94	76.33	11466	207		2.11	-6.45
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	95.80	88.89	11466	207		1.41	-4.91
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	98.36	90.34	11466	207		0.89	-9.00
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	21.34	4.17	581	48		6.15	-2.79
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	42.17	14.58	581	48		7.42	-3.72
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	62.99	33.33	581	48		7.25	-4.09
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	98.29	85.10	12047	255		0.82	-16.08
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.42	95.17	11466	207		0.53	-7.98
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	91.91	81.25	581	48		4.10	-2.60
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	99.38	96.08	12047	255		0.50	-6.64
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2100	Average Delay Days - Total	2.51	NA	86		3.77		
PR-4-03-2100	% Missed Appointment - Customer	1.44	1.72					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	2.41	0.00	3532	87		1.66	1.45
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	0.00	0.00	24777	495			
PR-4-08-2100	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only	0.00		582			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	0.96	0.00	3532	87		1.06	0.91
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.03	0.00	3532	87		0.19	0.16
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	3532	87			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.56	2.43	21668	783		0.67	1.69
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.17	1.79	21668	783		0.53	0.73
PR-6-03-2100	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	2.86	2.68	21668	783		0.61	0.29
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.00	0.00	28309	582			
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.00	0.00	28309	582			
<b>POTS - Business</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2110	Average Interval Offered - Total No Dispatch	0.54	1.58	1609	55	1.38	0.19	-5.50
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	3.33	4.21	213	28	8.79	0.76	-1.16
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2110	Average Interval Completed - Total No Dispatch	0.47	1.10	1529	41	0.85	0.13	-4.68
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	3.50	3.76	183	25	6.18	1.32	-0.20
<b>POTS - Residence</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.31	1.40	18286	285	1.02	0.06	-17.90
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	2.77	5.56	493	25	2.27	0.47	-6.00
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.29	0.80	17884	276	0.93	0.06	-9.04
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.11	4.87	398	23	2.30	0.49	-3.57
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-2103	Average Interval Offered - Disconnects	3.08	3.03	12656	342	4.94	0.27	0.19
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-2103	Average Interval Completed - Disconnects	2.81	2.06	11530	276	4.57	0.28	2.69
<b>2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2341	Average Interval Offered - Total No Dispatch	2.00	1.67	11	3	2.05	1.34	0.25
PR-1-02-2341	Average Interval Offered - Total Dispatch	5.00	NA	19		1.41		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2341	Average Interval Completed - Total No Dispatch	2.00	1.67	11	3	2.05	1.34	0.25
PR-2-02-2341	Average Interval Completed - Total Dispatch	5.38	NA	16		1.50		
<b>PR-4 - Missed Appointments</b>								
PR-4-02-2341	Average Delay Days - Total	2.67	NA	6		2.42		
PR-4-03-2341	% Missed Appointment - Customer	12.50	0.00					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	6.25	0.00	32	3		14.62	0.43
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	0.00	0.00	11	3			
PR-4-08-2341	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only	0.00		6			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	10.81	0.00	37	3		18.64	0.58
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	37	3			
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	37	3			
<b>PR-6 - Installation Quality</b>								
PR-6-01-2341	% Install. Troubles Reported within 30 Days	0.00	0.00	116	9			
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	2.59	100.00	116	9		5.49	-17.74
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.00	0.00	48	6			
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	48	6			

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

Special Services - Provisioning		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs		
PR-1 - Average Interval Offered								
PR-1-01-2200	Average Interval Offered - Total No Dispatch	Parity with Retail	18.70	10.00	10	1	10.59	11.11
PR-1-02-2200	Average Interval Offered - Total Dispatch	Parity with Retail	15.54	NA	41		9.56	
PR-1-06-2200	Average Interval Offered - DS0	Parity with Retail	13.50	10.00	24	1	5.93	6.05
PR-1-07-2200	Average Interval Offered - DS1	Parity with Retail	18.52	NA	27		11.80	
PR-1-08-2200	Average Interval Offered - DS3	Parity with Retail	NA	NA				
PR-1-12-2200	Average Interval Offered - Disconnects	Parity with Retail	10.63	5.33	219	3	7.86	4.57
PR-2 - Average Completed Interval								
PR-2-01-2200	Average Interval Completed - Total No Dispatch	Parity with Retail	33.50	10.00	2	1	31.82	38.97
PR-2-02-2200	Average Interval Completed - Total Dispatch	Parity with Retail	18.10	NA	10		16.43	
PR-2-06-2200	Average Interval Completed - DS0	Parity with Retail	11.75	10.00	4	1	2.50	2.80
PR-2-07-2200	Average Interval Completed - DS1	Parity with Retail	25.13	NA	8		21.85	
PR-2-08-2200	Average Interval Completed - DS3	Parity with Retail	NA	NA				
PR-2-18-2200	Average Interval Completed - Disconnects	Parity with Retail	10.33	5.33	108	3	5.44	3.18
PR-4 - Missed Appointments								
PR-4-01-2210	% Missed Appointment - Verizon - DS0	Parity with Retail	4.76	0.00	21	1		21.79
PR-4-01-2211	% Missed Appointment - Verizon - DS1	Parity with Retail	8.33	0.00	12	1		28.76
PR-4-01-2213	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	NA				
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	Parity with Retail	NA	NA				
PR-4-02-2200	Average Delay Days - Total	Parity with Retail	26.50	NA	2		31.82	
PR-4-03-2200	% Missed Appointment - Customer	None: Analysis Only	45.45	50.00				
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.	None: Analysis Only		0.00		2		
PR-5 - Facility Missed Orders								
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.00	0.00	27	1		
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	27	1		
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	27	1		
PR-6 - Installation Quality								
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with Retail	8.15	4.00	135	25		5.96
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	5.19	12.00	135	25		4.83
PR-8 - Open Orders in a Hold Status								
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	33	2		
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	33	2		
Legend Notations defined on Legend sheet - last page								



**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #		Standard		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
				Vz	CLEC Aggregate	Vz	All CLECs						
POTS - Maintenance													
MR-2 - Trouble Report Rate													
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail		0.76	0.37	592738	29144			0.05		7.42	
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail		0.07	0.04	592738	29144			0.02		1.73	
MR-2-04-2100	% Subsequent Reports	Assessed I/C/W MRAs		12.95	7.63	5644	131						
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.57	0.32	592738	29144			0.05		5.56	
MR-3 - Missed Repair Appointments													
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail		6.78	3.57	664	56			3.50		0.92	
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail		4.63	1.89	3821	53			2.91		0.94	
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail		3.42	11.11	117	9			6.29		-1.22	
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail		2.79	0.00	287	3			9.56		0.29	
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only		3.79	2.15	3379	93			2.01		0.82	
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only		3.37	1.82	4390	110			1.74		0.89	
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	None: Analysis Only		27.11	22.22	284	9			15.05		0.32	
MR-4 - Trouble Duration Intervals													
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail		16.28	11.29	4913	121	18.65		1.72		2.91	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail		11.01	11.71	664	56	15.75		2.19		-0.32	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail		18.27	12.82	3821	53	19.17		2.65		2.06	
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail		5.17	3.19	117	9	10.64		3.68		0.54	
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail		5.83	0.42	287	3	10.21		5.93		0.91	
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail		81.52	92.56	4913	121			3.57		3.09	
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail		70.23	55.21	3756	96			4.73		3.18	
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail		51.22	37.50	3756	96			5.17		2.66	
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail		8.24	5.08	631	59			3.74		0.84	
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail		19.76	10.81	3103	37			6.59		1.36	
MR-5 - Repeat Trouble Reports													
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail		13.64	13.22	4913	121			3.16		0.13	
2-Wire Digital Services - Maintenance													
MR-2 - Trouble Report Rate													
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail		0.42	1.12	1900	178			0.51		-1.38	
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail		0.26	0.56	1900	178			0.40		-0.74	
MR-2-04-2341	% Subsequent Reports	Assessed I/C/W MRAs		27.78	25.00	18	4						
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		2.00	6.18	1900	178			1.10		-3.81	
MR-3 - Missed Repair Appointments													
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail		50.00	50.00	8	2			39.53		0.00	
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail		20.00	0.00	5	1			43.82		0.46	
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only		13.15	0.00	38	11			11.57		1.14	
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only		25.00	0.00	4	1			48.41		0.52	
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	None: Analysis Only		57.14	50.00	7	2			39.68		0.18	
MR-4 - Trouble Duration Intervals													
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail		14.44	21.23	13	3	11.46		7.34		-0.92	
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail		18.79	24.63	8	2	12.25		9.68		-0.60	
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail		7.47	14.43	5	1	5.76		6.31		-1.10	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail		69.23	66.67	13	3			29.56		-0.09	
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail		100.00	NA	1							
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail		0.00	NA	1							
MR-5 - Repeat Trouble Reports													
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail		38.46	33.33	13	3			31.16		0.16	
Special Services - Maintenance													
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail		0.23	0.20	55609	2989			0.09		0.36	
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.33	0.20	55609	2989			0.11		1.21	
MR-4 - Trouble Duration Intervals													
MR-4-01-2200	Mean Time To Repair - Total	Parity with Retail		4.99	6.21	130	6	3.60		1.50		-0.81	
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with Retail		100.00	100.00	130	6						
MR-4-06-2200	% Out of Service > 4 Hours	Parity with Retail		50.00	83.33	130	6			20.88		-1.60	
MR-4-08-2200	% Out of Service > 24 Hours	Parity with Retail		0.00	0.00	130	6						
MR-5 - Repeat Trouble Reports													
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail		20.77	0.00	130	6			16.94		1.23	
Legend Notations defined on Legend sheet - last page													

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**UNE Pre-ordering**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	<b>PO-3 - Contact Center Availability</b>			
PO-3-01-3000	Average Speed of Answering - Ordering** (secs)		9.26	
PO-3-02-3000	% Answered within 30 Seconds - Ordering**	80% within 30 Seconds	89.94	29513
PO-3-03-3000	Average Speed of Answering - Repair (secs)*		10.72	
PO-3-04-3000	% Answered within 30 Seconds - Repair*	80% within 30 Seconds	90.24	97751

**UNE Ordering**

	<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-3000	% Acknowledgements on Time	95% within 2 Hours	97.20	3781
	<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00	3781

**Platform**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.04	
OR-1-02-3143	% On Time LSRC - Flow Through	95% within 2 Hours	99.71	341
OR-1-03-3143	Average LSRC/ASRC Time No Facility Check		39.75	
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	95.31	64
OR-1-05-3143	Average LSRC/ASRC Time Facility Check		10.50	
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	9

	<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3143	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.32	
OR-2-02-3143	% On Time LSR Reject - Flow Through	95% within 2 Hours	93.63	157
OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check		7.68	
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	100.00	50
OR-2-05-3143	Average LSR/ASR Reject Time Facility Check		20.12	
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	8

	<b>OR-6 - Order Accuracy</b>			
OR-6-01-3143	% Accuracy - Orders*	95% orders without errors	90.28	72
OR-6-02-3143	% Accuracy - Opportunities*	95% orders without errors	98.61	577
OR-6-03-3143	% Accuracy - LSRC*	95% orders without errors	89.47	19

	<b>OR-7 - Order Completeness</b>			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.67	615

**Loop/Pre-qualified Complex/LNP**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		7.04	
OR-1-02-3331	% On Time LSRC - Flow Through	95% within 2 Hours	99.81	4173
OR-1-03-3331	Average LSRC/ASRC Time No Facility Check		4.08	
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	99.13	802
OR-1-05-3331	Average LSRC/ASRC Time Facility Check		11.06	
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	97.89	95

	<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.01	
OR-2-02-3331	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	522
OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check		8.64	
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	100.00	129
OR-2-05-3331	Average LSR/ASR Reject Time Facility Check		20.67	
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	31

	<b>OR-6 - Order Accuracy</b>			
OR-6-01-3331	% Accuracy - Orders*	95% orders without errors	95.47	375
OR-6-02-3331	% Accuracy - Opportunities*	95% orders without errors	99.12	1933
OR-6-03-3331	% Accuracy - LSRC*	95% orders without errors	100.00	400

	<b>OR-7 - Order Completeness</b>			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.82	6074

**2 Wire Digital Services**

	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-03-3341	Average LSRC/ASRC Time No Facility Check		11.36	
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	100.00	3
OR-1-05-3341	Average LSRC/ASRC Time Facility Check		NA	
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	NA	

	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check		18.41	
OR-2-04-3341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	100.00	4
OR-2-05-3341	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

**2 Wire xDSL Loops**

	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check		15.35	
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	100.00	28
OR-1-05-3342	Average LSRC/ASRC Time - Facility Check		NA	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	

	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check		21.39	
OR-2-04-3342	% On Time LSR/ASR Reject - No Facility Check	95% within 72 Hours	100.00	21
OR-2-05-3342	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

**2 Wire xDSL Line Sharing**

	<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>			
OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check		NA	
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	NA	
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check		NA	
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	

	<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check		NA	
OR-2-04-3343	% On Time LSR/ASR Reject - No Facility Check	95% within 72 Hours	NA	
OR-2-05-3343	Average LSR/ASR Reject Time Facility Check		NA	
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES continued**

**POTS / Special Services - Aggregate**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>OR-3 - Percent Rejects</b>									
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard		17.60		6311			
OR-3-02-3000	% Resubmission Not Rejected	95%		NA					
<b>OR-4 - Timeliness of Completion Notification</b>									
OR-4-01-3000	Completion Notice (BCN) – Average Response Time			0.29					
OR-4-02-3000	Completion Notice (BCN) – % On Time	95% by next bus. day at noon		99.36		4824			
OR-4-04-3000	Work Completion Notice (PCN) – Average Response Time			0.00					
OR-4-05-3000	Work Completion Notice (PCN) – % On Time	95% by next bus. day at noon		100.00		4883			
OR-4-06-3000	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	UR	UR					
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	UR	UR					
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	UR	UR					
OR-4-11-3000	% Completed orders without either a PCN or BCN			UD					
OR-4-12-3000	% Due Date to PCN within 2 Business Days	5%		UD					
OR-4-13-3000	% Due Date to PCN within 5 Business Days	95%		UD					
OR-4-14-3000	% Due Date to BCN within 4 Business Days	99%		UD					
OR-4-15-3000	% Due Date to BCN within 7 Business Days	99%		UD					
<b>OR-5 - Percent Flow-Through</b>									
OR-5-01-3000	% Flow Through - Total (ASRs + LSRs)	No Standard Developed		79.70		5970			
OR-5-02-3000	% Flow Through - Simple	No Standard Developed		82.31		5484			
OR-5-03-3000	% Flow Through Achieved	95%		97.78		4866			

**Special Services - Electronically Submitted**

Metric #		Standard		
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)				
OR-1-03-3210	Average LSR/ASRC Time No Facility Check DS0		NA	
OR-1-03-3211	Average LSR/ASRC Time No Facility Check DS1		NA	
OR-1-03-3213	Average LSR/ASRC Time No Facility Check DS3		NA	
OR-1-03-3214	Average LSR/ASRC Time No Facility Check (Non DS0, DS1, & DS3)		7.25	
OR-1-04-3210	% On Time LSR/ASRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-04-3211	% On Time LSR/ASRC No Facility Check DS1	95% within 48 Hours	NA	
OR-1-04-3213	% On Time LSR/ASRC No Facility Check DS3	95% within 48 Hours	NA	
OR-1-04-3214	% On Time LSR/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	98.43	127
OR-1-05-3210	Average LSR/ASRC Time Facility Check DS0		NA	
OR-1-05-3211	Average LSR/ASRC Time Facility Check DS1		26.28	
OR-1-05-3213	Average LSR/ASRC Time Facility Check DS3		NA	
OR-1-05-3214	Average LSR/ASRC Time Facility Check (Non DS0, DS1, & DS3)		14.94	
OR-1-06-3210	% On Time LSR/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06-3211	% On Time LSR/ASRC Facility Check DS1	95% within 72 Hours	100.00	25
OR-1-06-3213	% On Time LSR/ASRC Facility Check DS3	95% within 72 Hours	NA	
OR-1-06-3214	% On Time LSR/ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	97.87	47
OR-2 - Reject Timeliness (ASRs + LSRs)				
OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check		5.77	
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours	100.00	53
OR-2-05-3200	Average LSR/ASR Reject Time Facility Check		9.24	
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	25

**Special Services - FAX/MAIL Submitted**

<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-07-3210	Average ASRC Time No Facility Check DS0			NA					
OR-1-07-3211	Average ASRC Time No Facility Check DS1			NA					
OR-1-07-3213	Average ASRC Time No Facility Check DS3			NA					
OR-1-07-3214	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)			NA					
OR-1-08-3210	% On Time ASRC No Facility Check DS0	95% within 72 Hours		NA					
OR-1-08-3211	% On Time ASRC No Facility Check DS1	95% within 72 Hours		NA					
OR-1-08-3213	% On Time ASRC No Facility Check DS3	95% within 72 Hours		NA					
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours		NA					
OR-1-09-3210	Average ASRC Time Facility Check DS0			NA					
OR-1-09-3211	Average ASRC Time Facility Check DS1			NA					
OR-1-09-3213	Average ASRC Time Facility Check DS3			NA					
OR-1-09-3214	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)			NA					
OR-1-10-3210	% On Time ASRC Facility Check DS0	95% within 96 Hours		NA					
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours		NA					
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours		NA					
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 96 Hours		NA					
<b>OR-2 - Reject Timeliness</b>									
OR-2-07-3200	Average ASR Reject Time No Facility Check			NA					
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours		NA					
OR-2-09-3200	Average ASR Reject Time Facility Check			NA					
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours		NA					

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
PROVISIONING - UNE POTS / SPECIAL SERVICES

**POTS - Provisioning**

Metric #	PR-1 - Average Interval Offered
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform

Metric #	PR-2 - Average Completed Interval
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform

Metric #	PR-3 - Completed within X Days - Platform & Other (Switch & INP)
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)
PR-3-04-3142	% Completed in 4 Days (1-5 Lines - No Dispatch)
PR-3-05-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)
PR-3-06-3142	% Completed in 6 Days (1-5 Lines - No Dispatch)
PR-3-07-3142	% Completed in 7 Days (1-5 Lines - No Dispatch)
PR-3-08-3142	% Completed in 8 Days (1-5 Lines - No Dispatch)
PR-3-09-3142	% Completed in 9 Days (1-5 Lines - No Dispatch)
PR-3-10-3142	% Completed in 10 Days (1-5 Lines - No Dispatch)

Metric #	PR-4 - Missed Appointments
PR-4-02-3100	Average Delay Days - Total
PR-4-03-3100	% Missed Appt. - Customer
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform

Metric #	PR-5 - Facility Missed Orders
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform

Metric #	PR-6 - Installation Quality
PR-6-01-3100	% Installation Troubles reported within 30 Days - Loop
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform

Metric #	PR-8 - Open Orders in a Hold Status
PR-8-01-3100	Open Orders in a Hold Status > 30 Days
PR-8-02-3100	Open Orders in a Hold Status > 90 Days

Metric #	PR-9 - Hot Cuts
PR-9-01-3520	% On Time Performance - Hot Cut
PR-9-08-3520	Average Duration of Service Interruption
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request

**POTS & Complex Aggregate**

Metric #	PR-1 - Average Interval Offered
PR-1-12-3133	Av. Interval Offered - Disconnects

Metric #	PR-2 - Average Completed Interval
PR-2-18-3133	Av. Completed Interval - Disconnects

continued

**Standard**

1-9=5, 10=Negotiated  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail

1-9=5, 10=Negotiated  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail

Parity with Retail  
None: Analysis Only  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail

Parity with Retail  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only  
None: Analysis Only

Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail  
Parity with Retail

Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles  
Parity w/Verizon Retail for Found Troubles

Parity with Retail  
Parity with Retail

95% Completed Within Window  
No Standard Established  
No Standard Established

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
5.14	1609	155	1.38	
0.54	NA	1609	1.38	0.16
0.54	1.00	1609	1.38	0.16
3.33	5.46	213	3.79	0.76
3.33	3.07	213	3.79	1.01
3.11	5.50	9	1.62	1.27
3.11	3.00	9	1.62	1.71
24.50	7.00	2	27.58	27.58
24.50	NA	2	27.58	0.63

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
5.08	1529	105	0.85	
0.47	NA	1529	0.85	0.10
0.47	0.93	1529	0.85	0.10
3.50	4.90	183	6.18	1.46
3.50	3.33	183	6.18	1.84
3.13	NA	8	1.36	
3.13	NA	8	1.36	
NA	2.00	1		
NA	NA			

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
89.94	79.66	11466	59	3.93
95.80	84.75	11466	59	2.62
98.36	91.53	11466	59	1.66
21.34	0.00	581	12	11.95
42.17	16.67	581	12	14.40
62.99	75.00	581	12	14.08
98.29	94.37	12047	71	1.54
99.42	96.61	11466	59	0.99
91.91	91.67	581	12	7.95
99.38	95.77	12047	71	0.93

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
2.51	3.67	86	3	3.77
1.44	5.53			2.21
2.41	1.89	3532	106	1.51
2.41	4.35	3532	23	3.21
2.41	0.00	3532	64	1.93
0.00	0.00	24777	264	
0.00	NA	24777		
0.00	0.00	375		
0.61		328		
NA				
0.00		398		

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
0.96	1.89	3532	106	0.96
0.96	0.00	3532	23	2.04
0.03	0.00	3532	106	0.17
0.03	0.00	3532	23	0.36
0.00	0.00	3532	106	
0.00	0.00	3532	23	

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
3.56	1.86	21668	1395	0.51
3.56	0.89	21668	788	0.67
	0.48		1044	
2.17	1.08	21668	1395	0.40
2.17	0.38	21668	788	0.53
2.86	3.01	21668	1395	0.46
2.86	0.63	21668	788	0.60

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
0.00	0.00	26309	506	
0.00	0.00	26309	506	

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
98.88		267		
21.84		5		
UD				

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
3.08	3.52	12656	375	4.94
				0.26
				-1.70

Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
Vz	CLEC Aggregate	Vz	All CLECs	
2.81	3.03	11630	328	4.57
				0.26
				-0.86

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

**Special Services - Provisioning**

Metric #

PR-1 - Average Interval Offered

PR-1-01-3200 Av. Interval Offered - Total No Dispatch

PR-1-02-3200 Av. Interval Offered - Total Dispatch

PR-1-06-3200 Av. Interval Offered - DS0

PR-1-07-3200 Av. Interval Offered - DS1

PR-1-08-3200 Av. Interval Offered - DS3

PR-1-09-3511 Av. Interval Offered - Total - EEL - Backbone

PR-1-09-3512 Av. Interval Offered - Total - EEL - Loop

PR-1-09-3530 Av. Interval Offered - Total - IOF

PR-1-12-3200 Av. Interval Offered - Disconnects

Standard

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

EEL Legend

EEL Legend

IOF Legend

Parity with Retail

Vz

18.70

15.54

13.50

18.52

NA

NA

NA

16.67

12.00

10.63

CLEC Aggregate

15.50

25.11

NA

25.22

NA

NA

NA

NA

5.13

Vz

10

41

24

27

3

3

219

All CLECs

6

9

9

3

3

8

Standard Deviation

10.59

9.56

5.93

11.80

7.86

Sampling Error

5.47

3.52

4.54

2.83

Z-Score

0.59

-2.72

-1.48

1.94

Metric #

PR-2 - Average Completed Interval

PR-2-01-3200 Av. Interval Completed - Total No Dispatch

PR-2-02-3200 Av. Interval Completed - Total Dispatch

PR-2-06-3200 Av. Interval Completed - DS0

PR-2-07-3200 Av. Interval Completed - DS1

PR-2-08-3200 Av. Interval Completed - DS3

PR-2-09-3511 Av. Interval Completed - Total - EEL - Backbone

PR-2-09-3512 Av. Interval Completed - Total - EEL - Loop

PR-2-09-3530 Av. Interval Completed - Total - IOF

PR-2-18-3200 Av. Interval Completed - Disconnects

Standard

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

EEL Legend

EEL Legend

IOF Legend

Parity with Retail

Vz

33.50

18.10

11.75

25.13

NA

NA

32.00

20.00

10.33

CLEC Aggregate

20.00

30.00

NA

29.33

NA

NA

NA

NA

NA

Vz

2

10

4

8

1

2

108

All CLECs

2

4

3

Standard Deviation

31.82

16.43

2.50

21.85

5.44

Sampling Error

31.82

9.72

14.79

Z-Score

0.42

-1.22

-0.28

Metric #

PR-4 - Missed Appointments

PR-4-01-3510 % Missed Appointment - Verizon - Total - EEL

PR-4-01-3530 % Missed Appointment - Verizon - Total - IOF

PR-4-01-3210 % Missed Appointment - Verizon - DS0

PR-4-01-3211 % Missed Appointment - Verizon - DS1

PR-4-01-3213 % Missed Appointment - Verizon - DS3

PR-4-01-3214 % Missed Appointment - Verizon - Special Other

PR-4-02-3200 Average Delay Days - Total

PR-4-02-3510 Average Delay Days - Total - EEL

PR-4-02-3530 Average Delay Days - Total - IOF

PR-4-03-3200 % Missed Appointment - Customer

PR-4-03-3510 % Missed Appointment - Customer - EEL

PR-4-08-3200 % Missed Appt. - Customer - Late Order Conf.

Standard

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

Parity with Retail

None: Analysis Only

None: Analysis Only

None: Analysis Only

Vz

8.33

NA

4.76

6.33

NA

NA

26.50

49.00

NA

45.45

NA

4.17

CLEC Aggregate

50.00

25.00

NA

0.00

NA

NA

NA

8.00

12.00

50.00

0.00

Vz

12

21

12

2

1

All CLECs

2

4

18

1

1

24

Standard Deviation

Sampling Error

Z-Score

-1.97

0.81

Metric #

PR-5 - Facility Missed Orders

PR-5-01-3200 % Missed Appointment - Verizon - Facilities

PR-5-02-3200 % Orders Held for Facilities > 15 Days

PR-5-03-3200 % Orders Held for Facilities > 60 Days

Standard

Parity with Retail

Parity with Retail

Parity with Retail

Vz

0.00

0.00

0.00

CLEC Aggregate

0.00

0.00

0.00

Vz

27

27

27

All CLECs

20

20

20

Standard Deviation

Sampling Error

Z-Score

Metric #

PR-6 - Installation Quality

PR-6-01-3200 % Installation Troubles reported within 30 Days

PR-6-03-3200 % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE

Standard

Parity w/Verizon RT for Found Troubles

None: Analysis Only

Vz

8.15

5.19

CLEC Aggregate

4.17

0.00

Vz

135

135

All CLECs

24

24

Standard Deviation

Sampling Error

6.06

4.91

Z-Score

0.66

1.06

Metric #

PR-7 - Jeopardy Reports

PR-7-01-3510 % Orders with Jeopardy Status - EEL

Standard

Jeopardy Legend

Vz

CLEC Aggregate

50.00

Vz

All CLECs

2

Standard Deviation

Sampling Error

Z-Score

Metric #

PR-8 - Open Orders in a Hold Status

PR-8-01-3200 Open Orders in a Hold Status > 30 Days

PR-8-01-3510 Open Orders in a Hold Status > 30 Days - EEL

PR-8-01-3530 Open Orders in a Hold Status > 30 Days - IOF

PR-8-02-3200 Open Orders in a Hold Status > 90 Days

PR-8-02-3510 Open Orders in a Hold Status > 90 Days - EEL

PR-8-02-3530 Open Orders in a Hold Status > 90 Days - IOF

Standard

Parity with Retail

Parity with Retail(DS1)

Parity with Retail(DS3)

Parity with Retail

Parity with Retail(DS1)

Parity with Retail(DS3)

Vz

0.00

0.00

NA

0.00

0.00

NA

CLEC Aggregate

0.00

0.00

0.00

0.00

0.00

0.00

Vz

33

12

33

12

All CLECs

18

2

4

18

2

4

Standard Deviation

Sampling Error

Z-Score

\*Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

**Maintenance - POTS Loop**

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02-3550	Network Trouble Report Rate – Loop	Parity with Retail	0.76	0.54	592738	28088		0.05	4.14
MR-2-03-3550	Network Trouble Report Rate – Central Office	Parity with Retail	0.07	0.06	592738	28088		0.02	0.71
MR-2-04-3550	% Subsequent Reports	UC/W MRAs	12.95	39.57	5644	278			
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.57	0.60	592738	28088		0.05	-0.61
MR-3 - Missed Repair Appointments									
MR-3-01-3550	% Missed Repair Appointment – Loop	Parity with Retail	4.92	1.97	4508	152		1.78	1.65
MR-3-02-3550	% Missed Repair Appointment – Central Office	Parity with Retail	2.96	12.50	405	16		4.32	-2.21
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	3.79	1.19	3379	168		1.51	1.72
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	3.37	0.71	4390	141		1.54	1.72
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	27.11	20.00	284	10		14.30	0.50
MR-4 - Trouble Duration Intervals									
MR-4-01-3550	Mean Time To Repair – Total	Parity with Retail	16.28	16.84	4913	168	18.65	1.46	-0.38
MR-4-02-3550	Mean Time To Repair – Loop Trouble	Parity with Retail	17.24	15.40	4508	152	18.93	1.56	1.18
MR-4-03-3550	Mean Time To Repair – Central Office Trouble	Parity with Retail	5.67	30.53	405	16	10.34	2.63	-9.44
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity with Retail	81.52	89.29	4913	168		3.05	2.55
MR-4-07-3550	% Out of Service > 12 Hours	Parity with Retail	51.22	51.22	3756	123		4.58	0.00
MR-4-08-3550	% Out of Service > 24 Hours	Parity with Retail	17.89	9.76	3756	123		3.61	2.31
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity with Retail	15.47	14.61	4390	141	17.27	1.48	0.58
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity with Retail	32.63	47.32	284	10	30.90	9.94	-1.48
MR-5 - Repeat Trouble Reports									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	13.64	22.02	4913	168		2.69	-3.11

**Maintenance - POTS Platform**

<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.76	0.86	592738	2562		0.17	-0.57
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retail	0.07	0.20	592738	2562		0.05	-2.45
MR-2-04-3140	% Subsequent Reports	UC/W MRAs	12.95	6.90	5644	29			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.57	1.01	592738	2562		0.15	-2.90
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	Parity with Retail	6.78	5.88	664	17		6.17	0.15
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Parity with Retail	4.63	0.00	3821	5		9.40	0.49
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	3.42	0.00	117	5		8.30	0.41
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Parity with Retail	2.79	NA	287				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	3.79	0.00	3379	26		3.76	1.01
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	3.37	4.17	4390	24		3.69	-0.22
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	27.11	0.00	284	2		31.54	0.86
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retail	16.28	6.27	4913	27	18.65	3.60	2.78
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	Parity with Retail	11.01	8.23	664	17	15.76	3.87	0.72
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Parity with Retail	18.27	5.34	3821	5	19.17	8.58	1.51
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	5.17	0.52	117	5	10.64	4.86	0.96
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	5.83	NA	287		10.21		
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Parity with Retail	81.52	100.00	4913	27		7.49	2.47
MR-4-06-3140	% Out of Service > 4 Hours	Parity with Retail	70.23	33.33	3756	21		10.01	3.69
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	51.22	19.05	3756	21		10.94	2.94
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Parity with Retail	8.24	0.00	631	16		6.96	1.18
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retail	19.76	0.00	3103	5		17.82	1.11
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retail	13.64	14.91	4913	27		6.62	-0.18

**2-Wire Digital Services - Maintenance**

<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with Retail	0.42	1.16	1900	344		0.38	-1.95
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retail	0.26	0.00	1900	344		0.30	0.88
MR-2-04-3341	% Subsequent Reports	UC/W MRAs	27.78	0.00	18	4			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	2.00	1.45	1900	344		0.82	0.67
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with Retail	50.00	0.00	8	4		30.62	1.63
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail	20.00	NA	5				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	13.16	0.00	38	5		16.08	0.82
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	25.00	0.00	4	3		33.07	0.76
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	57.14	NA	7				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retail	14.44	4.80	13	4	11.46	6.55	1.47
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retail	18.79	4.80	8	4	12.25	7.50	1.87
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Parity with Retail	7.47	NA	5		5.76		
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with Retail	69.23	100.00	13	4		26.39	1.17
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retail	100.00	0.00	1	3			
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	0.00	0.00	1	3			
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	Parity with Retail	8.55	4.92	4	3	6.12	4.67	0.78
MR-4-10-3341	Mean Time To Repair - Double Dispatch	Parity with Retail	20.96	NA	7		11.38		
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retail	38.46	50.00	13	4		27.82	-0.41

continued

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Rhode Island November 2001

**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES continued**

2-Wire xDSL Loops - Maintenance			Actual Performance		Number of Observations					
Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score	
<b>MR-2 - Trouble Report Rate</b>										
MR-2-02-3342	Network Trouble Report Rate - Loop	Parity with VADI	0.07	0.67		1499			-7.68	
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with VADI	0.03	0.07		1499			-0.76	
MR-2-04-3342	% Subsequent Reports	Assessed J/CW MRAs	7.69	0.00		13			0.74	
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.12	1.07		1499			0.17	
<b>MR-3 - Missed Repair Appointments</b>										
MR-3-01-3342	% Missed Repair Appointment - Loop	Parity with VADI	0.00	0.00		12				
MR-3-02-3342	% Missed Repair Appointment - Central Office	Parity with VADI	0.00	0.00		1				
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	None: Analysis Only1	7.89	0.00		16			1.06	
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only1	0.00	0.00		9				
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	None: Analysis Only1	0.00	0.00		2				
<b>MR-4 - Trouble Duration Intervals</b>										
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Parity with VADI	13.15	10.79		12			0.79	
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Parity with VADI	12.97	0.65		1			1.29	
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Parity with VADI	91.67	100.00		13			0.75	
MR-4-07-3342	% Out of Service > 12 Hours	Parity with VADI	66.67	27.27		11			2.00	
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VADI	8.33	0.00		11			0.72	
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	Parity with VADI	11.98	8.99		9			1.06	
MR-4-10-3342	Mean Time To Repair - Double Dispatch	Parity with VADI	18.60	20.60		2			-0.17	
<b>MR-5 - Repeat Trouble Reports</b>										
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VADI	33.33	30.77		13			0.14	
<b>2-Wire xDSL Line Sharing - Maintenance</b>										
<b>MR-2 - Trouble Report Rate</b>										
MR-2-02-3343	Network Trouble Report Rate - Loop	Parity with VADI	0.07	0.00		4			0.05	
MR-2-03-3343	Network Trouble Report Rate - Central Office	Parity with VADI	0.03	0.00		4			0.03	
MR-2-04-3343	% Subsequent Reports	Assessed J/CW MRAs	7.69	NA						
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.12	0.00		4			0.21	
<b>MR-3 - Missed Repair Appointments</b>										
MR-3-01-3343	% Missed Repair Appointment - Loop	Parity with VADI	0.00	NA						
MR-3-02-3343	% Missed Repair Appointment - Central Office	Parity with VADI	0.00	NA						
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	None: Analysis Only1	7.89	NA						
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only1	0.00	NA						
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	None: Analysis Only1	0.00	NA						
<b>MR-4 - Trouble Duration Intervals</b>										
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Parity with VADI	13.15	NA						
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Parity with VADI	12.97	NA						
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Parity with VADI	91.67	NA						
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI	66.67	NA						
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI	8.33	NA						
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	Parity with VADI	11.98	NA						
MR-4-10-3343	Mean Time To Repair - Double Dispatch	Parity with VADI	18.60	NA						
<b>MR-5 - Repeat Trouble Reports</b>										
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI	33.33	NA						
<b>Special Services - Maintenance</b>										
<b>MR-2 - Trouble Report Rate</b>										
MR-2-01-3200	Network Trouble Report Rate	Parity with Retail	0.23	1.49	55609	671		0.19	-6.70	
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.33	1.34	55609	671		0.22	-4.53	
<b>MR-4 - Trouble Duration Intervals</b>										
MR-4-01-3200	Mean Time To Repair - Total	Parity with Retail	4.99	5.95	130	10	3.60	1.18	-0.81	
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	Parity with Retail	100.00	100.00	130	10				
MR-4-06-3200	% Out of Service > 4 Hours	Parity with Retail	50.00	50.00	130	10		16.41	0.00	
MR-4-08-3200	% Out of Service > 24 Hours	Parity with Retail	0.00	0.00	130	10				
<b>MR-5 - Repeat Trouble Reports</b>										
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with Retail	20.77	30.00	130	10		13.31	-0.69	
Legend Notations defined on Legend sheet - last page										

### CLEC Aggregate Performance

## ORDERING

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Rhode Island November 2001**

**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NE Measurement  
\*\*\* = MA Measurement  
1 = Retail number shown is VAD  
& = Resale/UNE Combined Measurement  
UD = Performance metric is under development  
UR = Performance metric is under review  
NA = No Activity  
NEF = No Existing Functionality  
TBD = Performance standard is to be determined  
R3 = Run 3 times per year.  
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
10+ Loops, Negotiated  
95% Completed Within Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours  
EEL = 1-9 Loops, 15 days  
10+, Negotiated  
No Facilities, ECCD+15 Days  
Disconnects, 2 Days  
IOF = Facilities Check, 72 Hours  
Facilities Available (Quantity 1-8), 15 Days  
Facilities Available (Quantity > 8), Negotiated  
Facilities not available, Negotiated  
Jeopardy = 100% at least 24 hours before due date with facilities  
100% at least 48 hours before due date without facilities